

JOB DESCRIPTION

POSITION: PC Support Technician

POSTING DATE: 2/13/15

WAGE: Hourly/Negotiable

CLOSING DATE: 3/2/15

Reports directly to: IT Executive Director/CIO

Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.

STANDARD DUTIES:

1. Must attend all training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the IT Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must wear the approved departmental uniform.
7. Must be reliable and prompt when reporting to work.
8. Must be willing to carry company pager and cell phone.
9. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
10. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.
2. Associate Degree in a computer or business program is required or may satisfy this requirement with equivalent current certifications in a related field.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must have a positive work record.
3. At least one (1) year experience performing similar duties in a networked environment or may satisfy this requirement through appropriate education/technical training beyond the Associate Degree.
4. Experience installing, maintaining and troubleshooting application software is required.
5. Knowledge of Numara Track-It! software is preferred.
6. Must agree to the practice of team building.
7. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

DUTIES:

1. Provide internal computer related support to North Star Mohican Casino Resort.
2. Provide functional and technical support to users.
3. Must participate in on-call rotation.
4. Install and optimally configure computer related hardware, including but not limited to personal computers, printers, network cards, hard disk, memory and optical drives.
5. Installs and optimally configures operating system and application software, including but not limited to Microsoft Windows Operating Systems, Microsoft Office, E-Mail Communications, other departmental specific software and all Gaming Systems software.
6. Prepares and executes training sessions for software utilized by the organization; applications would include Microsoft Office and Exchange.
7. Prepares appropriate handout materials. All documentation must be reviewed by the immediate supervisor prior to distribution to users.
8. Provides support for system-wide backups.
9. Work with user related applications to troubleshoot functional and technical problems.
10. Assist in the administration of the Active Directory network and related hardware peripherals.
11. Assist in the compilations of data and evaluation thereof, relative to selections of hardware and software for North Star Mohican Casino Resort use.
12. Assists in maintaining computer related procedure manuals.
13. Maintains computer-related inventory listing, including hardware and software.
14. Documents support activities according to organizational standards.
15. Prepares administrative reports on support activities as requested.
16. Completes weekly time reporting according to organizational standards.
17. Stay current in field, read assigned publications and other documents.
18. Create and develop reports utilizing current software applications

Note: Applicant must include resume with employment application.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**

Revisions Approved GM 1/28/2015